

# NIH Help Desk Fiscal Year to Date Summary Report

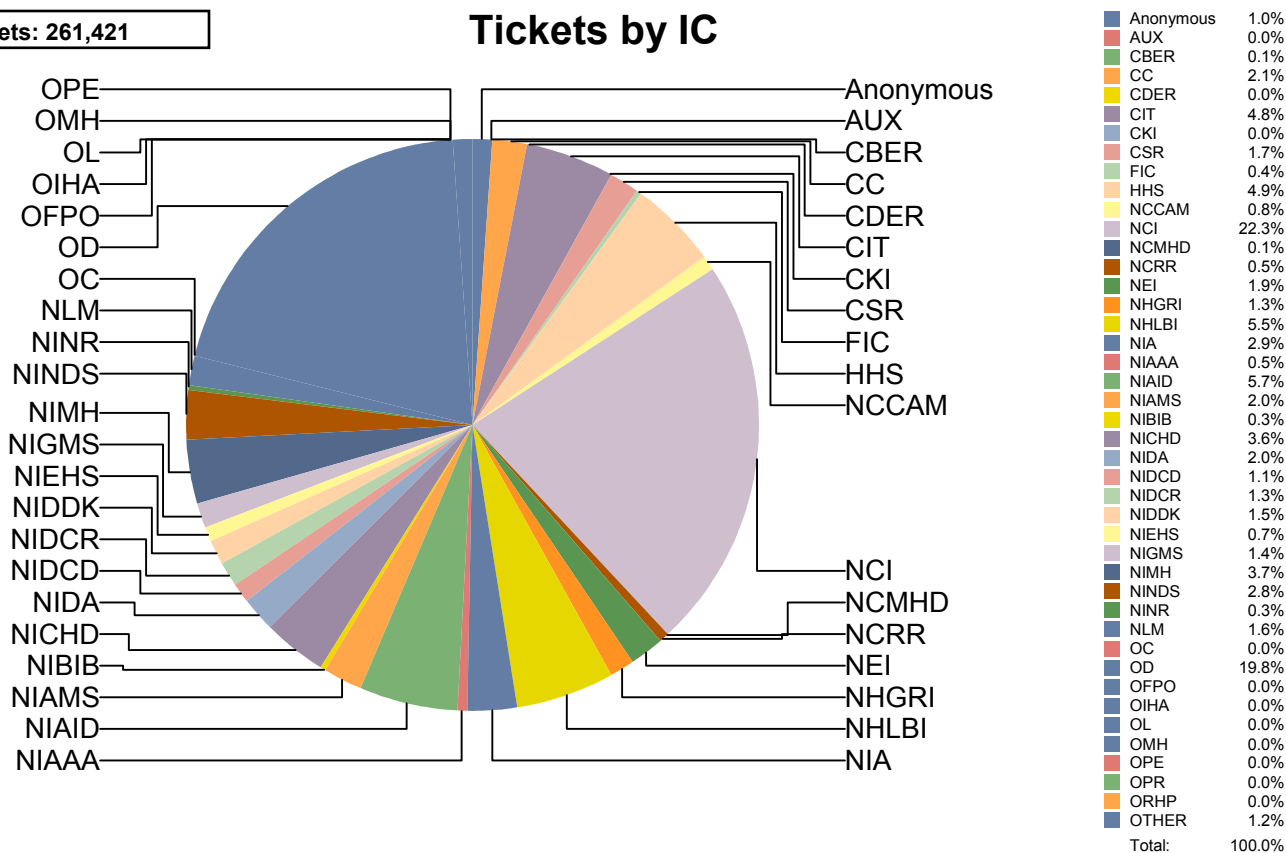
For the Period 10/01/2004 to 09/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

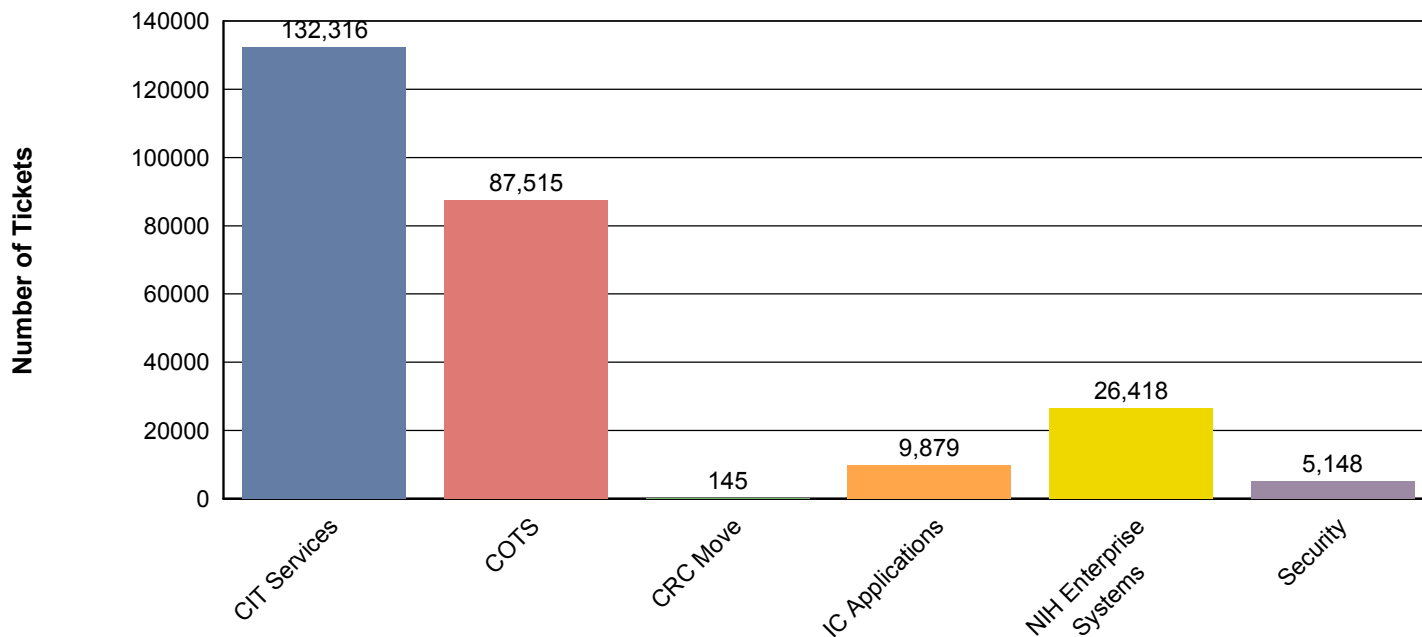
Snapshot Date: 10/3/2005

Total Tickets: 261,421

## Tickets by IC



## Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

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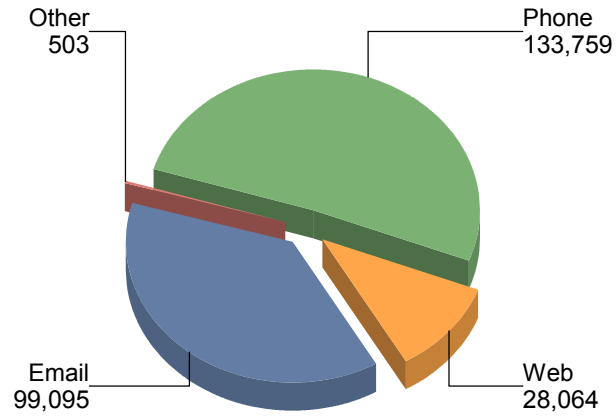
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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

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## Ticket Sources

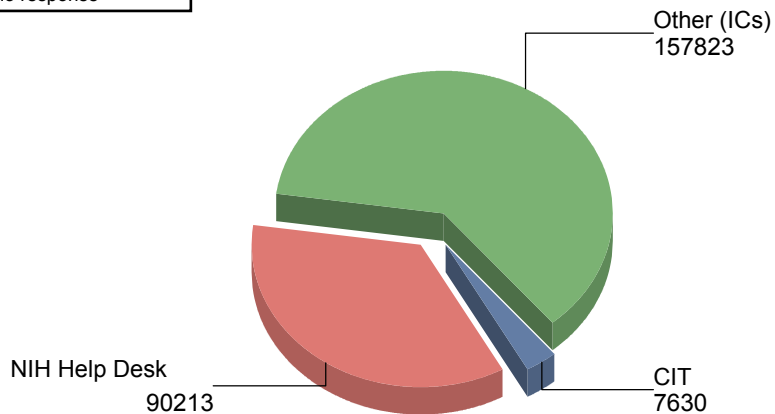


Email	37.9%
Other	0.2%
Phone	51.2%
Web	10.7%
Total:	100.0%

## Tickets Closed

Total Tickets Closed: 255,666

\*NOTE - includes closed no response



CIT	7630	3.0%
NIH Help Desk	90213	35.3%
Other (ICs)	157823	61.7%
Total:	255666	100.0%

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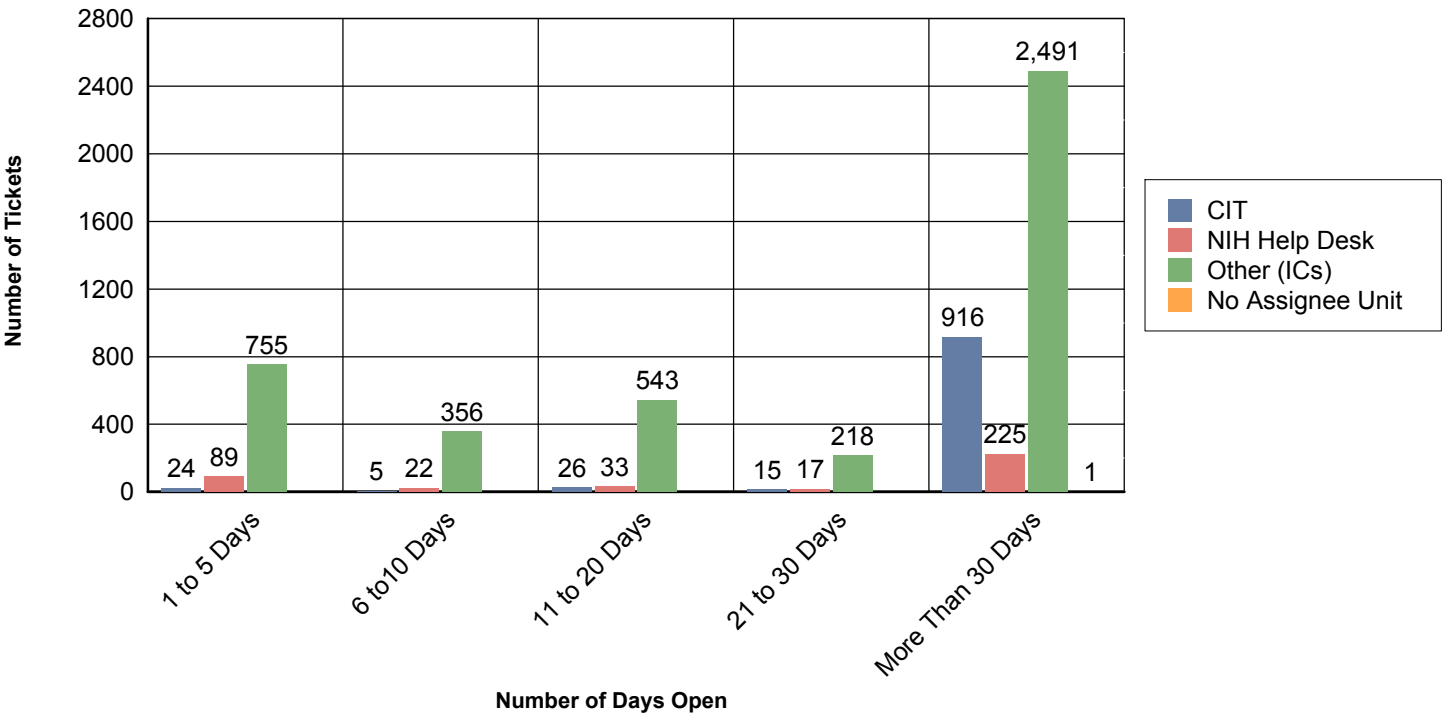
For the Period 10/01/2004 to 09/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 10/3/2005

Total Tickets Unresolved: 5,736  
NOTE: - Includes Pending

## Tickets Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were **Opened** within the selected period and are still **Open** as of the Snapshot Date.

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For the Period 10/01/2004 to 09/30/2005

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

Snapshot Date: 10/3/2005

## Detailed Breakdown Of Category Summary

<b>CC Clinical Applications</b>	<b>374</b>
CC Clinical Applications	374
<b>CC Technical Operations</b>	<b>172</b>
CC Technical Operations	172
<b>CIT Services</b>	<b>132,310</b>
Accounts	42,931
ASR	1
Back Office Support	16,449
CIT Categories	8,112
CIT Categories Aspect	45
CIT Categories Remedy	1,096
Connectivity	6,044
DCS 7x24	40
Email	28,782
EOS	4
General Information	9,803
Helix Support	254
iSDP/Software Distribution	233
NECS	156
NIHnet	3,038
OS/390	1,089
Project Work	55
Pubs/Software Distribution	60
Telecommunications	4,212
Training	1,502
Unix Support	19
Video	584
Wireless Services	7,801
<b>COTS</b>	<b>87,515</b>
Application Support	32,405
Hardware	55,110
<b>CRC Move</b>	<b>145</b>
CRC Move	145
<b>IC Applications</b>	<b>9,321</b>
CC APPS	280
CC APPS (DCRI)	572
E-Grants	215
Local LAN	4,078
OIT Categories	2,108
Web Site Issue (non-CIT)	2,068
<b>NIAID</b>	<b>2</b>
NIAID	2
<b>NIAMS</b>	<b>10</b>
NIAMS	10
<b>NIH Enterprise Systems</b>	<b>26,418</b>
ADB	4,895
EHRP Change Management	33
EHRP Func App Suppt	160
EHRP Interface	16
EHRP Non-App Specific	22
EHRP Reporting	64
EHRP Security	1,367
EHRP Technical	291
EHRP User Error	45

<b>NIH Enterprise Systems</b>		<b>26,418</b>
EHRP Workflow/Worklist	179	
eRA-COMMONS	315	
eRA-IMPAC II	1,925	
eRA-Software BA	257	
NBRSS-NBS	4	
NBS Break/Fix	21	
NBS Enhancement	15	
NBS Int. Des/Dev	21	
NBS-User Call	10,292	
NED	1,632	
NIDB Ann/Reports	4	
NIH Data Warehouse	957	
NIH Services	3,579	
NVision	324	
<b>Pubs</b>		<b>6</b>
Pubs	6	
<b>Security</b>		<b>5,148</b>
Anti Virus SW	612	
Security	4,536	
		<b>Grand Total: 261,421</b>